



**DOSH Hazard Awareness eBulletin**  
November 9, 2018

#7HB2010

Attention: *Retail businesses in Washington state*

In 2008, a worker was trampled to death during a major sales event at a large retail store.

With some planning and action, you can keep your employees safe around crowds of excited holiday shoppers. Here are some key resources that can help:

- [Crowd Management Safety Tips for Retailers](#) (Fact Sheet from OSHA)
- [A news release](#) (OSHA)
- [Crowd Management Guidelines](#) from the National Retail Federation
- [Violence in the Workplace: Learn to Play it Safe](#) (run time: 14 minutes)



Do you know how to prepare for and safely manage crowds during major shopping events?

In addition, learn about [Accident Prevention Program \(APP\) rules](#) that apply to Washington-state employers. [APP](#) and other workplace resources are available on our [Safety webpage](#).

**Please share this bulletin with others in your industry and safety networks.**

*This bulletin was developed by L&I's Division of Occupational Safety and Health (DOSH) to alert employers, labor groups, and employees to potential hazards associated with work activities. This is not a rule and creates no new legal obligations. The information provided includes suggested guidance on how to avoid workplace injuries. DOSH recommends you also check the related rules for additional requirements.*